

Important information:

Attending your appointment or informing us in good time if you need to cancel keeps waiting times low for yourself and other patients and helps to reduce costs to the NHS. If you need to change your appointment or no longer want an assessment, please call the service at least **48** hours prior to your appointment so it can be offered to someone else.

If you are late for your appointment it may be rescheduled for another time and if you do not attend your appointment without notifying us you may be discharged from this service.

If you require a translator please contact the service prior to your appointment and state the language you require.

Hospital transport is available to patients who are physically unable to make their own way to their appointment and who meet the relevant criteria.

Patient and GP support

Our support team are here to help you, if you have any queries or questions regarding your care, please get in touch **0207 871 0545**

Lines are open Monday to Friday between 8.30am and 5pm.

Data protection and patient confidentiality

We will ensure that patients' decisions and their rights to restrict the disclosure of personal and medical information are appropriately respected in line with the Data Protection Act 1998, other associated Acts of Parliament and the partnerships Code of Conduct in respect of confidentiality.

Comments, complaints and suggestions

Camden community MSK service encourages feedback from its patients on their experiences with the services they have received.

If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call **0207 871 0545** and ask for our Customer Service Manager or access further information on how to do so via our website:

www.connectphc.co.uk/contactus



Camden community MSK service (including MSK Pain)

A guide for patients



Are you suffering from muscular or joint pains?

Our service brings together specialist musculoskeletal (MSK) clinicians to assess, diagnose and manage your condition at health centres in your local community. We treat MSK conditions involving:

bones, soft tissues, muscles, joints, ligaments

The service can also help those people who are struggling to manage day to day tasks and are finding it difficult to work as a result of their pain. Speak to your GP today about how our MSK service could help you.

How do I access the service?

- You can self-refer for general physiotherapy without seeing your GP by calling **0207 871 0545**
- Or you can be referred by your GP

How do I make an appointment?

If you want to refer yourself:

Call **0207 871 0545** to arrange an appointment. An administrator will register you and arrange an initial appointment for you with a chartered physiotherapist which may be over the telephone. The physiotherapist will ask you a number of questions to determine the most appropriate management of your condition.

To enable you to start managing your condition early, your first appointment may be a scheduled appointment over the telephone. These appointments are available within 4 days, but we aim to offer an appointment within 48 hours.

Referred by your GP:

Make an appointment to see your GP who will decide if you may benefit from a referral to the service. If appropriate, the GP will send a referral via 'Choose and Book'. You will then be contacted by the service to arrange an appointment.

Physiotherapy

CATS

Physioline

Pain management

Other NHS service

Our services:

Camden community MSK service is for people with musculoskeletal conditions. Our team includes specialist clinicians covering all musculoskeletal specialist areas who can provide a comprehensive assessment and a range of treatments and management plans in a community setting.

What to wear:

During your assessment you might be required to carry out a number of movements to determine the cause of your pain. Therefore we recommend you wear suitable loose fitting clothing, such as t-shirt, shorts, jogging bottoms and underwear that you are comfortable being assessed in.

Where will I be seen?

The clinics are located in local health centres and some GP practices within the community. You will be offered the earliest appointment available but you will also be given a choice of venues so you can choose a location which is best for you.

What should I expect?

At your first appointment (which may be over the telephone) you will be asked questions regarding your symptoms, activities, work, etc. You may then be referred to see a physiotherapist, a specialist podiatrist, or a specialist orthopaedic or pain management clinician who will further assess you and will refer you for further investigations as appropriate.

Your treatment plan may include a variety of specialist treatments which will be discussed with you and delivered in a clinic or group setting to help you to return to your usual activities. Your treatment plan will also include advice and specific exercises to help you to self manage your condition.

What if I need to go to hospital?

If it is necessary for you to have an operation or see a consultant at a hospital, this will be discussed with you. You will then be able to choose which hospital you wish to be treated in and a referral will be arranged through our support team.

